maturity * modernization * mobility * eGov

2015 Service Catalog

Department of Information Technology
& Department of Executive Services

Bill Kehoe, King County CIO,
Jayne Pendergast, Deputy CIO

Cover photo credit, Ned Ahrens. Lead Photographer, DOT

Welcome to 2015

Knowledge of our services is a key component of service delivery, and I am pleased to present this 2015 Service Catalog with our partner, the Department of Executive Services (DES).

This is the third year of our effort to develop a service catalog, further maturing and embracing the service model approach in the delivery of our IT services. We have formed service owner teams that have engaged in line of business planning, shaping the service strategy and delivery, as well as customer value and cost management. We have developed and will continue to refine our new performance metrics to reflect progress, efficiencies, improvements, and customer satisfaction. The performance reports are communicated out regularly to IT governance committees at the Technology Management Board and the Business Management Council meetings. In addition, we will continue our practice of developing and being accountable to service level agreements with our customers.

Our mission is to provide cost effective and robust IT services through best practices, standardization, and innovation across King County. The combination of service maturity and standardization will result in a more effective service delivery at affordable rates. However, we also acknowledge that not everything can follow the standard so we still offer customization as needed to preserve business service delivery.

In this catalog you will find new IT products providing options to our customers and assisting our customers in delivering their business services more effectively. This includes the newly developed standard virtualized server platform and private cloud services, which provide more flexibility in hosting business applications at a lower cost; and additional options for customer devices based on how they work, such as rugged laptops, tablets, kiosks, and seasonal workstations. Other business solutions that are currently available are the Enterprise Document Management Services (EDMS) that will allow electronic imaging through document scanning. This will reduce the need to store paper documents, as well as save money - as proven by agencies adopting this practice such as the Department of Assessments and Department of Community and Human Services. Customer Relationship Management (CRM) is another new service KCIT is offering this year, which enables business groups to better engage customers and constituents.

We hope this service catalog serves its purpose, in communicating our services. I welcome your feedback as you consume our service products as part of your business operations.
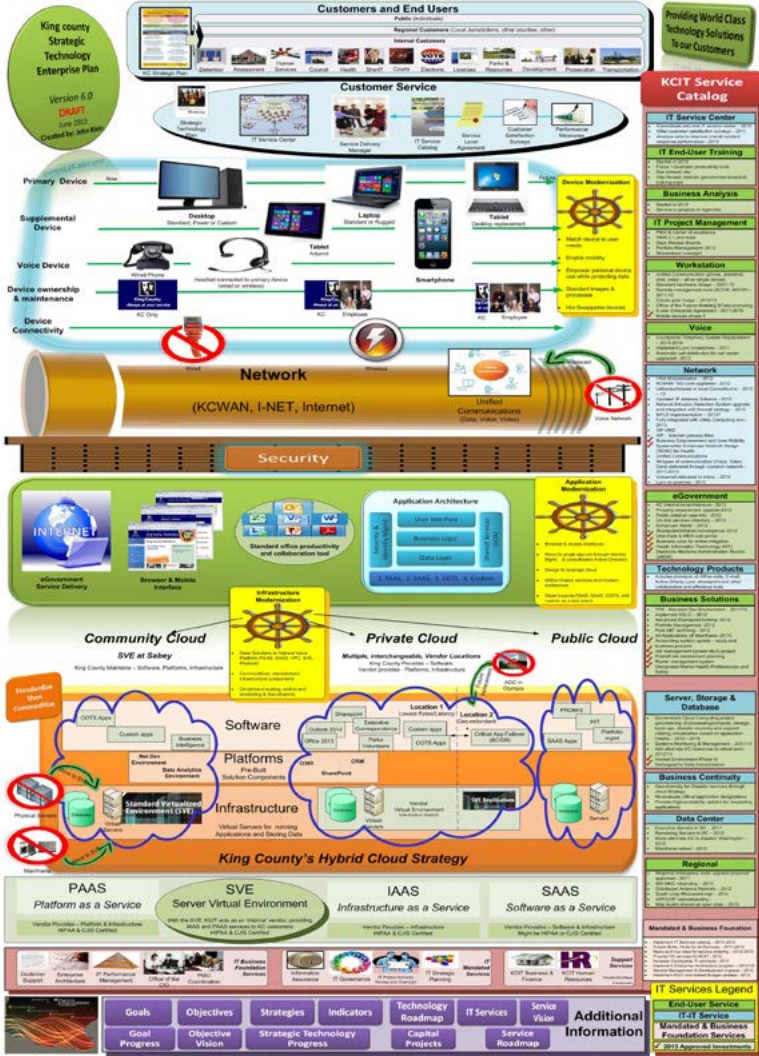
Department of Information Technology

Knowledge Collaboration Innovation Teamwork
providing technology tools and services

58 Department of Executive Services

The end-user computing environment touches each and every user in King County. It is the face of IT for many, and end-user services are critical to enable employees to do their jobs. KCIT's end-user services focus on true customers, users who are actually working with the product.

End-User Service Owners

The Service Owners for End-User Services are listed below.

Please note, this information is current as of printing the catalog. Please see our online catalog for the most current service owner listings.

Business Analysis................................Trever Esko, Lisa Hillman

Business Solutions............................. Diep Nguyen, Brent Veenstra, Stephen Heard

eGovernment....................................... Nick Smith

IT End-User Training.......................... Mike Holland, Chris Ynzunza

IT Project Management.................... Trever Esko

Regional Services............................... John Storch

Customer Support Services............ James Marsh, Sue Delaat, Mike Berman

Service Description

We work in close partnership with your organization to fully understand your business needs, goals, and objectives.

Specifically:

Our business analysts utilize globally recognized standards and structured approaches to document your business needs and to identify the best-fit technology solution, aligned with the County's strategic technology direction. We validate that the solution implemented will optimally support your business.

Our contract support staff brings significant experience and knowledge needed to critically evaluate your IT contract. This ensures that your best interests are protected when working with a third-party vendor to provide an IT solution.

Business Analysis

Our business analysis service is designed to serve as a liaison between business stakeholders and IT professionals. Our goal is to employ best practices and tools of our profession that build bridges of understanding and recommend solutions that enable our customers to achieve their goals.

Business Analysis Services:

- Enterprise Analysis: define business needs, document business processes, identify opportunities for improvement, assist in the development of key IT project request documents, including: conceptual review, business case, cost benefit analysis, benefits achievement plan

- Elicitation, Requirements Management, Requirements Analysis, and Communication: gather requirements from key stakeholders (for procurement of third-party solutions or for custom development), trace requirements through technical design and solution development

- Solution Assessment and Validation: perform quality assurance, coordinate user acceptance testing, and provide initial (not ongoing) end-user training

- Contract Support Services and Review: perform an in-depth review of IT contracts, provide standard county language based on IT solution type (e.g. commercial-off-the-shelf, software-as-a-service, platform-as-a-service, infrastructure-as-a-service)

-

How We Charge

We work closely with the customer to clearly define the scope of work and business analysis approach, which is reviewed and approved by the customer in advance of work starting.

Our standard monthly rate is $13,900.
Our Contract Support rate is $15,300.

Related Services

Business Solutions
p. 10

IT Project Management
p. 16

Enterprise Architecture
p. 49

End-UserTraining
p. 14

IT Strategic Planning
p. 48

Business Solutions
(Formerly Applications)

We partner with you to provide comprehensive technology solutions.

Application Management Products

- Application Support and Sustainment
  - System Administration: manage system platforms, security, and configuration; provide documentation
  - Support and Maintenance: troubleshoot and maintain all active systems; deliver enhancements to improve functionality and performance
  - Life-cycle Management: release and change management; ensuring systems are supportable and maintainable
  - Data Management and Integration: design and manage interfaces between systems; manage processes (scheduled jobs, batch processes)
- Minor Application Enhancements

New Business Solutions

- Consulting and Implementation: evaluate software and vendor solutions; manage contractors
- Solution Development and Delivery: build end-to-end systems, integrated solutions (ABT interfaces, e-commerce); perform code reviews and QA; web content management services (except web content placement and front-end design, which is performed by KCIT's eGovernment service), mobile application development.
- Major Application Enhancements

Business Intelligence

- Analytics and Business Intelligence: advanced query designs and reports; data analysis; data quality
- Data integration; master data management; dashboard and analytics

Service Description

We are responsible for the delivery, management and support of software, software integration, and business intelligence products and services. These services are offered for customer-specific solutions as well as a limited number of countywide solutions.

Managed Software Service

- Constituent Relationship Management System (CRM): relationship management database software that can be used for managing interactions with constituents, customers, volunteers, contractors, etc. Service includes license management, governance for the common environment, consulting and configuring of individual instances, and reporting.
- Enterprise Document Management System (EDMS): an industry standard imaging solution designed to allow you to scan documents and search and retrieve documents using keywords. Service includes license management, governance for the common environment, consulting and configuring of individual instances, and reporting.
- SharePoint: administration and governance; custom workflows and integrations; develop applications within your SharePoint environment
- Software infrastructure for countywide business solutions such as the e-finance payment engine solution

How We Charge

Consulting Services/Analyst Hours
We work with customers to clearly define the scope of work, which is carefully reviewed and approved by the customer in advance of work starting. Our hourly rate is $130/hour for services provided.

Additional Services
Business Continuity
Service Center: 3.4% of Analyst Cost above
Server Support for systems
- Physical Windows Server: $7,687/each
- Virtual Server in SVE (regular): $2,922/each
- Virtual Server in SVE (large): $3,922/each
- Virtual Server (non SVE): $4,630/each
- Physical Unix/Linux Server: $11,125/each
- Backup/Restore: $102/Terabyte
- Data Storage: $1,967/Terabyte
- Database Administration: $1,290/point
- King County Service Center Support: varies by application
- Mainframe Platform Charges
- Server Hosting @ Sabey Data Center *(Separately Elected only, no maintenance or support of equipment): $631/rack unit which is carefully reviewed and approved by the customer in advance of work starting.*

File and print server functions are covered in the Customer Support Service (formerly Workstation) rate

Managed Software Service
- CRM Startup Cost: Quote
- CRM Usage Rate: $1,000/user
- EDMS Cost: $58/GB/YR

Related Services

Service Description

The eGovernment team administers, supports and develops countywide digital services focusing on user experience for county Internet, open data sites, intranet site, social media channels, public messaging tools, video streaming and digital programming.
Customers are responsible for the look and feel of their online presence while we are responsible for defining, managing, and overseeing the user interface of King County's online presence as a whole, ensuring a consistent online experience.
Our team is available for consultation in developing and supporting User Centered Design (UCD) methodology. We provide content management supervision for our Internet and intranet site. We also provide open data management and site execution for data.kingcounty.gov
Our team offers training for eGovernment communication tools including WCMS/SiteCore, Open Data (Socrata), GovDelivery and multiple social media channels.

eGovernment

We provide a consistent user experience for the more than 14 million unique visitors (in 2013) to www.kingcounty.gov.

Enterprise Support
- Enterprise-wide eGovernment support for www.kingcounty.gov and its related sites and www.data.kingcounty.gov
- Web System Administration: manage system platforms, governance, messaging and configuration (Example: manage the Countywide e-commerce solution, but not individual instances of the e-commerce solution)
- Support & Maintenance: Work with Technology Products & Web Services to troubleshoot, monitor and maintain all active systems; deliver enhancements & updates to improve functionality and performance (example: Web Content Management Services   - SiteCore - updates)
- Life-cycle Management: ensuring systems and tools are supported, maintained and upgraded when needed
- GovDelivery enterprise administration, usability and training support
- Social Media: training, consultation (what types of Social Media are most appropriate for what types of communication), implementation

Web Development & User Centered Design Support (UCD)
- Web, Open Data and Intranet: Customer-specific web content site/page development
- UCD development including Internet usability review, site analytics, page design, and user acceptance training (UAT)

Web Content Migration to Agency Templates
- eGov service will work with agencies and departments to align their content and site needs with current web infrastructure and UCD development when migrating content to new Internet web pages

How We Charge
Enterprise eGovernment Support is charged on a per FTE basis ($193/FTE)
Agency Development, Support, Consultation and Training is charged a hourly rate of $130/hour. Detailed quotes and SOWs are developed in partnership with the customer and reviewed and approved by the customer before the work is started.

Related Services
Business Solutions
p. 10
Technology Products
p. 36

Within the Department of Executive Services, the Finance Division is responsible for managing the e-commerce component of electronic payments
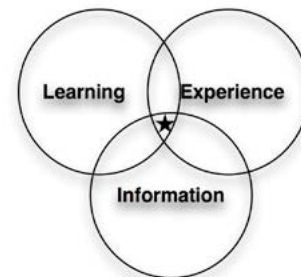
IT End-User Training

We promote access to computer learning opportunities for employees, which results in increased productivity, efficiencies and overall performance.

Learning
Experience
Information

Service Description

Our IT End-User training service offers information about learning opportunities to get you the knowledge and skills needed to fully utilize and improve the effectiveness of the basic IT tools available on your computer; such as Word, Excel, Outlook and many others. Additionally we consult with IT project managers on identifying and developing learning opportunities for our customers when we provide new or enhanced IT tools.

Products

The KCIT End-User Training website contains information about vendors and other resources that support computer training:
http://kcweb/oirm/services/kcit/training.aspx

LEARN MORE!

Related Services

We are building a partnership with the Continuous Organizational Development Section within the Human Resources Division in the Department of Executive Services. Their website has current training opportunities:
http://your.kingcounty.gov/employees/training/

How We Charge

As a new service, which is still in development, KCIT is not formally charging for this service.
The overhead associated with the service (hosting an intranet site and coordinating with DES's Training Section) is included as part of the KCIT Human Resource Service Support charge.

IT Project Management

The skills, knowledge, and abilities required to manage projects is very different than those required to supervise IT staff or manage business operations. Our Project Management Office gives customers the opportunity to work with skilled project managers to help their projects succeed.

Service Description

We provide professional services for the successful completion of capital projects and other technology-based change initiatives in a manner that minimizes risk, maximizes success, ensures communication, and achieves the intended business results of our customers.

Note: We also offer a Project Management Office Coordination Service, which provides deliverable templates, best practice methodologies, and project management training for all IT project managers. (See page 52 for additional information)

Traditional Project Management with strong knowledge of King County's Project Management:
- Phases: Incremental approach with quality gates, aligned to county mandated phases (Planning, Preliminary Design, Design, Implementation, Close-out, Procurement)
- Processes: Understanding of managing different project practices and activities such as project execution, technology governance, procurement
- Knowledge: Specific expertise and skill in areas such as project control, communications, vendor management
- Project Consultation: Project team building, risk assessments, project intervention and aid
- Project Administration: Project documentation (monthly monitoring reports, Project Review Board Funding Releases, Benefit Realization documents, etc.); project schedule, scope, and budget documentation, including change management

How We Charge

Rates dependent on staff requirements
- Project Management = $15,300 per month
- Major Project/Program Management: $18,500 per month
- Project Administration: $11,500 per month
- Project Director: $20,200 per month

Rate options
- This rate can be broken down in utilization blocks of ¼, ½, ¾, and full months
- Scope and duration driven primarily but customer's original business case associated with the project

Related Services

Service Description

The primary service function of King County Radio Communication Services (RCS) is to maintain and operate the 800 MHz Emergency Radio System Infrastructure, including the King County Sheriff, Valley Communications and Issaquah Dispatch Centers. RCS programs, installs, and maintains customer subscriber equipment.

RCS services all radio needs for King County Agencies, and offers these same services to dozens of public service entities external to King County.

Regional 800 MHz Radio System

First Responders, Emergency Management, General Government, Schools and Hospitals have access to ultra-reliable, mission critical voice communications, which are essential to the delivery of public safety and other services to the citizens of King County. However, the current analog system is near the end of its planned service life. Preliminary project efforts are in progress to replace the current 800 MHz radio system in 2018 with a new, state-of-the-art, standards-based digital system that will support first responders and other voice communications needs to the year 2030.

Products
• Communication Service: 800 MHz Public Safety Communications
• Mobile & Portable Radio Service: Radio repair & maintenance, Radio Installation, Template Design

Optional Products

Dispatch Communication. Equipment Maintenance, Consultation, FCC Licensing assistance, Paging System infrastructure maintenance

How We Charge

Services for maintenance and access to the 800 MHz Radio System are charged on a prorated basis. Actual costs for services and the number of radios receiving service are factors in the calculated rate, which is updated annually.

Related Radio Services

· Infrastructure support
· Infrastructure installation
· Radio maintenance
· Dispatch equipment maintenance
· Co-location
· Vehicle radio installation
· Radio consulting
· Technical research
· Template design
· Project management

Service Description

We provide services for the capture, management, analysis, integration and display of geographically referenced information. Our outputs come in the form of maps, charts, reports, and interactive applications. We create solutions to meet client requirements through three lines of business:

Enterprise Operations provides the centralized technical, administrative, and management coordination to support GIS programs and users across all King County agencies.

Matrix Staff Services supports King County agencies with GIS professionals, who are assigned to work directly with agency personnel and develop in-depth knowledge and skills to support the unique business needs of specific work programs.

Client Services offers a full spectrum of GIS consulting, project, technical, and training services to King County agencies and external customers in an on-demand, cost reimbursable basis.

Regional King County Geographic Information System

The technology we offer enables users to view, manipulate, interpret, and visualize data to reveal spatial relationships, patterns, and trends to increase operational efficiency and improve decision-making. Our GIS tools are embedded in many of the county's business systems where location-based analysis is a requirement. Our professionals are available to county agencies and external customers for GIS consulting and project management, and all forms of GIS technical support.

Products

KCGIS Center enterprise services include:
- Spatial data warehousing
- GIS data coordination
- GIS metadata management
- GIS data acquisition (incl. aerial imagery)
- Data sharing with external agencies
- Public access to GIS data
- Public facing GIS mapping, applications
- Cross agency, regional GIS coordination
- GIS vendor services contracting
- GIS software license management
- GIS marketing, education, and outreach

GIS end-user services are available via dedicated matrix staff or on-demand client services. End-user services include:
- GIS project management, consulting
- GIS database design
- GIS application development
- Mapping, publication quality cartography
- Geospatial analysis and reporting
- GIS data development and maintenance
- Custom GIS training

How We Charge

Enterprise Operations – Distribution of costs to agencies based on measurable levels of use for GIS software and applications.

Matrix Staff Services – Based on specific GIS staff assigned and includes all labor and overhead costs. Per FTE costs range from $168K to $194K per year for the 2015-2016 biennium.

Client Services – Billed at an hourly rate based on individual project agreement estimates. Rates for 2015-2016 range from $118 to $140.

Related Services

Data Center
p. 28

Customer Support Services
(formerly Workstation Services)
p. 24
eGovernment
p. 12

Service Description

I-Net is a regional communications transport, Internet, and data center services provider.
I-Net services are available and supported across a secure private network of more than 2,000 miles of fiber, delivering scalable high-speed bandwidth for data, voice, video and Internet access to King County and hundreds of public, education, and municipal partners in the Puget Sound region.

Communication Networks have become a critical component of an organization's success. Maintaining services while being cost effective and performance minded is a challenging task for most network teams. Effective organizations recognize these challenges and leverage the I-Net for reliability, and access to services. We'll work for you, build on our foundation.

I-Net's 2013 upgrade to new optical technology consist of a scalable core network of 40G, and capable of delivering up to 10G of bandwidth today to any qualified fiber connected organization, and 100G in the future.

Regional Institutional Network

Network Services provided by our Regional Institutional Network (I-Net) allows for secure exchange of sensitive communications between community institutions; provides access to critical County services; data center services; and supports continuity of operations for government and business.

Products
• Transport for Data, Voice and Video: up to 10G bandwidth options today
• Internet Access Service: Up to 1G of bandwidth options
• Data center Co-location services
• Access to AFIS (Automatic Fingerprint Identification System)
• Access to IGN (Inter-Governmental Network)
• Technical Support and emergency repair: Available 24x7x365
• Fiber construction (estimates & build-out) Project Management
• Professional Services: Network Engineering and Design Consulting
• IP V4 Addresses
• QoS (4 classes of service): Internet, Voice, Data, and Video
• Bandwidth surging
• Additional transport & Internet Bandwidth
• Virtual Ethernet Connections
• Peer with;
    · SIX (Seattle Internet Xchange)
    · PNWGP (Pacific Northwest GigaPoP)
• Inter-connection points;
    · Pierce County
    · Snohomish County
    · Thurston County

How We Charge

I-Net is operated as an Enterprise Fund within King County. Service fees cover the cost of operations. I-Net services are supported on a fee for service basis, including a 3% factor for inflation and 2% for equipment replacement.

County agencies use this service via KCWAN, or via separate agreement for additional services.

Related Services

Customer Support Services (formerly Workstation)

This service provides customer support for end-user devices, workstations, peripherals, enterprise applications, and system access. We enhance reliability and stability for customers through standardization and we strive to reduce hardware costs through volume purchasing. We replace equipment every four years to ensure optimum operability.

Service Description

We provide two classes of service:
· Executive Branch Agencies: We provide standard network connectivity, access to the IT Service Center, as well as access to Countywide productivity tools, and Workstation equipment maintenance and support.
· Separately Elected Agencies: We provide standard network connectivity, access to the IT Service Center, as well as the licenses for customers to use King County's enterprise-wide productivity tools.

Products

Full Lifecycle Management of Standard Workstation Service Offerings:
• Provision appropriate computer and phone equipment
• Maintain computer and phone equipment
• Install & maintain approved software
• Replace computer and phone equipment in a timely manner

Workstation Network Connection:
• Provide and maintain network connectivity (and associated services; see the Networks Service for additional information)

Countywide Productivity Tools:
• Install, maintain and provide access to Microsoft Office Suite, SharePoint, Unified Communications, virus protection, etc.

Service Center Support:
• Provide 24x7 support through the King County IT Service Center (see the Service Center IT-to-IT service for additional information)

Custom Service Offerings
• Full lifecycle management of custom workstations
• All other services provided to standard workstation service offerings

Optional Services and Surcharges (requires charge codes and business authorization):
• Software & software upgrades
• Second Monitor
• Docking Station
• Ergonomic keyboard/mouse
• Tablet Adjunct Mobile Service (iPad)

How We Charge

Rates are based on the type of service being ordered. Quantities are determined annually based on the IT Asset Management system. *A workstation service includes: network connection, computing device, phone, technical support, productivity software (MS Office), and print services*

- Standard Desktop Service: $3,071
- Performance Desktop Service: $3,105
- Standard Laptop Service: $3,187
- Custom Workstation (excludes hardware): $2,775
- Rugged Laptop Service: $3,526
- Tablet Service: $3,367
- Kiosk Service: $1,261
- Seasonal Workstation: $1,190

Separately Elected
- Workstation Connection: $1,468/per
- Service Center Support: $216/per
- Kiosk Connection: $714/kiosk
- Seasonal Workstation Connection: $567

Related Services

KCIT's IT to IT Services provide technical support to end-user services. IT to IT services are often less visible to our customers than other services and yet are essential to providing quality IT services. These descriptions are included in the catalog for transparency, accountability, and informational purposes.

IT to IT Service Owners

The Service Owners for IT to IT Services are listed below.

Please note, this information is current as of printing the catalog. Please see our online catalog for the most current service owner listings

Data Center... Sylvia Textor

IT Service Center.................................. Krista Bautista

Network.. John Storch, Lori Dickneite

Server, Storage, & Database.............. Diana Chism, Gary Hocking, Bob Micielli, David Baker

Technology Products .... Temujin Baker
(Exchange, Active Directory, Web Services, Lync)

Service Description

We provide a secure, redundant and robust computing environment to host our customer's varied computing platforms 7/24/365.

Energy efficient, green, and secure.

The King County Data Center provides a secure, redundant environment for all equipment hosted in the data center, significantly reducing customer risk.

Data Center

Products

Hosting
- Secure environment meeting industry standards for server maintenance
- Segregated, secure, state-of-the-art data cabinets
  · Locked
  · Redundant power capable
  · Hot aisle/cold aisle contained within cabinet
- CJIS-compliant physical security
- Multiple layers of physical security including:
  · Two layers of '2 Factor' access security
  · 7x24 security presence
  · 7x24 King County staff presence
  · Video surveillance cameras
  · Segregated secure network connectivity
- Redundant network capable
- Server build out area
- Remote Hands Service
- Visual verification to assist remote troubleshooting efforts
- Racking and stacking equipment
- Swapping removable media (tapes, CDs, DVDs, etc.)
- Labeling equipment

Smart Hands Service
- Technical assistance and troubleshooting
- Equipment installations and configurations
- Interface card removal, installation and configuration
- Testing media for continuity & proper signaling
- Inventory of equipment
- Power cycling: router, server, switch, soft-boot
- Adding, removing or verifying a demarcation
- Moving equipment within your space & cabinets
- Wiring services: moving, securing, terminating cables

IT Service Center Support: After hours evenings and weekends
- Answer help calls to 263-HELP and log a ticket
- Resolve incidents and requests that have been reported
- Route unresolved tickets to the proper support group
- Escalate to on call support teams when required

Operational Support
- System Management
- Backups and file restore administration

How We Charge

As an IT-IT Service, the Data Center does not charge directly to customers. Instead, the Data Center's costs are rolled into the Server, Storage, and Database service, which are distributed across the following End-User Services:
  · Customer Support Services
  · eGovernment Service
  · Business Solution Service
   Separately Elected rack unit charge $631

Related Services

Server, Storage, and Database
p. 34
Network
p. 32
IT Service Center
p. 30

Service Description

We are the main point of contact for all KCIT Services. Many issues are resolved when you first contact us and the remaining routed to the appropriate teams for resolution.

Testimonials:
"I called KCIT help and reached an analyst who quickly took charge of my computer and ran some tests and quickly got this taken care of." Esther - PH

"The analyst did a great job working through the issue helping me solve the problem. Great customer service." Fred - Elections

IT Service Center

To be assisted in the most efficient manner, we request that you have some of the following information ready:
- Your name and department
- Are multiple people experiencing the same issue?
- Has this ever happened before?
- What program are you using?
- What operating system are you using?
- What is your machine name?
- Is there an error message?

Products
24x7 Service

End User Intake
IT Intake
Issue Resolution on first contact
Escalation to other IT Teams
Data Analysis and Reporting Services
End User Self Help Portal
Status Page
Information about KCIT Services

(Optional for separately elected agencies)
.

For service requests or repair issues, please contact the KCIT Service Center:
Available from anywhere via:
Email: helpticket@kingcounty.gov
Phone: 206-263-4357 (3-HELP)

Resources available from your workstation:

Online: http://help (Enter your own ticket or check status!)
Or check out our End User Self Help:
Knowledge Base: http://helpdocs

King County IT Service Center
your customer service connection

How We Charge

As an IT-IT Service, the Service Center does not charge directly to customers. Instead, the IT Service Center's costs are rolled into the following End-User Services:
- Workstation Service (58%)
- Business Solutions (28%)
- Other (14%)

Related Services

Customer Support Services (formerly Workstation Service)
Business Solutions
Data Center After Hours Support

Service Description

We provide wired and wireless network connectivity to email, applications, and Internet for customers to perform their essential daily tasks.

Network

We provide a resilient network with 99.8% of availability for the Core, Border and Distribution layers. We work closely with our partners and customers to ensure their business needs are being addressed efficiently.

Products

Workstation Connectivity: Provide standard network services to all agencies, to include:
• Network jack and wired connectivity to each workstation and IP phone (100Mb where available and affordable, lower bandwidth for remote locations)
• Wireless (Private and Public) will be to county offices over time and will be available to key public areas
• 24x7 response to the network infrastructure for critical services: small sites and individual jacks will receive 8-5 Monday to Friday support
• Proactive monitoring and alerting
• Security: Enterprise Firewall, Network Intrusion Prevention, Internet, Web URL filtering, DMZ access
• Access To Enterprise Services
       - Internet, WA Intergovernmental Network, Washington State Patrol, IPSEC VPN connections for Vendor/Partner networks.

Data Center Connectivity
• Provide standard network services to each server
• Two network ports to each physical server in the data center (1Gb each)
• 24x7 response to the network infrastructure in the data center
• Proactive monitoring and alerting
• Security: Enterprise Firewall, Network Intrusion Prevention, Internet, Web URL filtering, DMZ access

Agency Specific Services
• Significant changes or additions to the network to benefit an agency to include design, development, installation
• Support for non-standard network services
• 10Gb service for servers
• Higher bandwidth for remote locations
• Departmental or application firewalls

How We Charge

As an IT-IT Service, we do not charge directly to customers. Instead costs are rolled into the following services:
· Customer Support Services (90%)
· Data Center/Bus. Solutions (2%)
   Specific agency needs (8%)

Related Services

Regional Services I-NET
p. 22

The King County Networks Service is actually a customer of I-NET. The Networks Service leverages the I-NET's services for the benefit of a number of our remote customers.

Customer Support Services
(formerly Workstation Service)
p. 24

Service Description

We provide a wide range of services to support and maintain King County's server computing needs. We also offer a full range of database management and data backup and recovery services. Benefits of this service include:
- A transparent costing model, enabling other services and end users to clearly understand the cost of services provided.
- The technologies used for an enterprise service offering will be much more scalable than individual, agency-sized, service offerings, resulting in systems that are more cost effective and easier to manage.
- Focusing our already strong technical staff on a single architecture will foster a greater level of expertise, and allow us to build both greater depth and breadth of support.
- The technologies used to build our enterprise SSD service offering will be fully aligned with the county's enterprise architecture direction. This will assure the ability to support all other technologies covered under the enterprise architecture umbrella.
- The enterprise SSD systems will be housed in a world class data center facility.
- Cloud services will provide cost effective business continuity/disaster recovery solutions.

Server, Storage, and Database

Products

Physical Windows Server ($7,687)
- 24x7 support
- Proactive Monitoring
- Capacity, security and vendor management
- Performance Tuning & monitoring

SVE Virtual Server ($2,922 or $3,922)
- 24x7 support
- 2 Processors or 3+ Processors (Processor >8 may require special pricing)
- 8GB RAM or > 8GB RAM (RAM >32 may require special pricing)
- 150 GB of storage
- Backups, off-site storage and restore
- Proactive Monitoring
- Capacity, security and vendor management
- Performance Tuning & monitoring

Non SVE Virtual Server ($4,630)
- 24x7 support
- 1 - 4 Processors (greater requirements may require special pricing)
- Up to 16GB RAM (greater requirements may require special pricing)
- Proactive Monitoring
- Capacity, security and vendor management
- Performance Tuning & monitoring

Physical Unix/Linux Server ($11,125)
- 24x7 support
- Proactive Monitoring
- Capacity, security and vendor management
- Performance Tuning & monitoring

Backup/Restore ($102 per TB)
- 24x7 support
- Daily incremental/differentials; weekly full
- Disk-to-disk backups
- Off-site tape back-ups
- Data restore

Data Storage ($1,967 per TB)
- 24x7 support
- Proactive Monitoring
- Capacity, security and vendor management
- Performance Tuning & monitoring

Database Administration ($1,290 per point)
- 24x7 support
- Backups, off-site storage and restore
- Performance Tuning & monitoring
- Capacity, security and vendor management
- Proactive monitoring
- Consulting, planning, architecting, designing, implementing

How We Charge

As an IT-IT Service, Server, Storage, and Database does not charge directly to customers. Instead, these costs are included in the following End-User Services:
· Workstation Service
· Application Service
· eGovernment Service
· Business Solutions

Related Services

Service Description

We provide enterprise solutions for the most common business applications used in the County.

These services are utilized by more than 11,000 internal county employees.

Technology Products

Enterprise vision and strategy in the delivery of technology-enabled business services which stretch across the entire County.

Workstation Product Package (Workstation)
• Email: Exchange, PST replacement, encryption, Outlook Web Access, sync to mobile devices
• Network authentication/identify management (Active Directory, ADFS, PKI, DHCP, DNS, RADIUS, WSUS, FIM)
• Workstation Power Management
• Proactive monitoring of workstations (SCOM) (sampling and troubleshooting)
• Workstation management tools (SCCM)
• Workstation software (MS Office in the Cloud)
• SharePoint Online
• Unified Communication (Lync/Voice)
• Secure File Transfer Tools (Axway) (extra cost for license)
• Security - Workstation Protection (McAfee)
• Security - MDM (Maas 360)
• Microsoft Premier Support

Server Product Package (SSD)
• Proactive monitoring of tools for servers, storage, and databases (SCOM)
• Systems Management Tools for servers (SCCM)
• Cloud (AWS)
• Security Protection

CRM Online Platform (Business Solutions)

Mainframe ReHost Tools (Business Solutions)
• Automation (BMC Control-M)
• Message-oriented middleware (Microsoft MQ)
• Archiving (ASG ViewDirect)
• InfoPrint

Web Application Support (DES)
• SharePoint (RIMS)

Web Platform Administration (eGovernment)
• Streaming video and audio

How We Charge

As an IT-IT Service, we do not charge directly to customers. Instead, our costs are rolled into the following services, based on usage:
· Workstation Service
· Server, Storage, Database
· Business Solutions
· Specific Department (DES –OEM)

Related Services

Customer Support Services
(formerly Workstation Service)
Business Solutions
eGovernment
Information Assurance

Mandated Services

Our Mandated Services include all services provided by KCIT that are required by King County code to meet regulatory requirements.

Business Foundation Services

Our Business Foundation Services provide a foundation for all of our services, bringing greater accountability and transparency to KCIT customers and business partners.

Mandated and Business Foundation Service Owners

The Service Owners for IT to IT Services are listed below.
Please note, this information is current as of printing the catalog. Please see our on-line catalog for the most current service owner listings

Mandated

Office of the
Chief Information Officer....................Bill Kehoe

Customer Service.................................Bill Kehoe

Information Assurance.........................Ralph Johnson

IT Governance..Zlata Kauzlaric

IT Project Advisory
Review & Oversight ....Zlata Kauzlaric

IT Strategic Planning.............................John Klein

Business Foundation

Enterprise Architecture.......................Greg Brant

IT Performance Measurement..........Ann Moses

Business Continuity..............................Cheryl Ann Gunderson

Project Management
Office Coordination.............................Trever Esko

Service Description

We provide vision and coordination in technology management and investments across the County and advise all branches of county government on technology.

Related Services

IT Strategic Planning
p. 48

IT Governance
p. 44

IT Performance Management
p. 50

IT Project Advisory Review and Oversight
p. 46

Project Management Office Coordination
p. 52

All IT Services

Office of the Chief Information Officer

We provide one strategic direction and plan for all countywide technology investment and service.

Products
• Provides advice to county elected officials, departments, and divisions on technology planning and project implementation.
• Reviews IT projects and provides direction
• Provides the Strategic Technology Plan
• Provides the Technology Business Plan
• Provides the Annual KCIT Service Catalog and Rates
• Provides Performance Management Reports to customers

Customer Service

KCIT's Customer Service provides an over-arching point of coordination for customers to communicate regarding service delivery.

Products
Countywide
• Regular Rhythm of the Business (RoB) customer community forums with customers' business and finance leadership
• Monthly (internal) and quarterly (with customers) service performance management reporting
• Service Level Agreements (SLA) established with each customer
• Co-sponsor with KCIT's Business and Finance group to sponsor KCIT's participation in the annual service catalog and Service Day
• Commitment to and oversight of continuous improvement of the delivery of KCIT's services
• Centralized management of KCIT staff co-located with customers

Customer-Specific
• Examine customer needs and grow service/solution offerings to meet needs
• Assist business owners in their business development with technology support considering competitive IT service assessments and pricing
• In conjunction with KCIT's Business and Finance group, partner with customers to fill out the customer-specific order form for KCIT services
• Annual establishment of KCIT Service Level Agreements (SLA) with county agencies

Service Description

Holistic management of all KCIT service offerings; providing value added service in alignment with the County's strategic plan to meet the needs of our customers.

Related Services

IT Performance Management
p. 50

All IT Services

Service Description

Manages information related risks. Protects the confidentiality, integrity, and availability of data and information management systems.

Information Assurance

Reduces risk and exposure to security threats which could compromise the confidentiality, integrity, or availability of information

Products
• Risk Management: Coordinate information security and privacy risk management, assessment and treatment.
• Strategic Planning: Reduce the risks to the confidentiality, integrity, and/or availability of information assets
• Legal, Regulatory, Contractual, and Policy Compliance: Coordinate compliance with information security and privacy related laws, statutes, regulations, contractual obligations and policies
• Digital Forensics: Provide, facilitate, and coordinate digital forensics investigations Reviews, Assessments, and Evaluations, Information security and privacy reviews, assessments and evaluation of projects, proposals and implementations
• Policies, Standards and Guidelines: Develop, and implement information security and privacy policies, standards and guidelines
• Countywide Information Security and Privacy Activities: Coordinate information security and privacy activities across departments and services
• Monitoring and Reporting: Monitor and report on information security and privacy status
• Education, Awareness and Training: Increase awareness of threats, vulnerabilities and consequences of incidents and breaches among county employees at all levels

Related Services

Service Description

Bring together business and technology leaders to provide input and guide the County Executive and Chief Information Officer on strategy and investments.

Testimonial

John Bodoia, Chief Financial Officer, Department of Natural Resources:
"The County has many diverse lines of business which benefit from the IT governance structure. Business leaders have an opportunity to discuss how IT supports the business goals of their agencies and those of the County at large during our regular monthly Business Management Council (BMC) Meetings. The BMC members now propose the meeting topics and have changed the meeting format to promote discussions, collaboration and partnerships between the business and IT."

IT Governance

Ensures the County's IT direction is aligned with the business needs.

Products

Engagement of Strategic Advisory Council (SAC) members to:
• Provide advice on strategic objectives and policy direction for IT countywide
• Endorse Strategic Technology Plan
Engagement of Business Management Council (BMC) and Technology Management Board (TMB) members to provide recommendations to the County Chief Information Officer on:
• Aligning IT proposals, agency business plans and strategic objectives
• Implementing IT standards, policies, and guidelines
• IT Service and Operations management issues
• IT program proposals that promote the efficient operation and management of technology infrastructure, applications and data
Management of the County's Portfolio Management System - Innotas:
• Provide Data Analytics for IT Projects, Applications and IT Project Budget Requests
• Ensure User and System Support is provided

SAC Meeting, March 2014:   Technology Champion Award to Kevin Desmond, General Manager, Transportation and Technology Achievement Award to PROMIS project, Prosecuting Attorney Office Leesa Manion, Chief of Staff

SAC Meeting, March 2014; County Leadership and experts from public and private sector endorsed King County approach for   KCIT Services and Benefits, and 4-year roadmap for IT Security.

Related Services

IT Strategic Planning
p. 48
Enterprise Architecture
p. 49
IT Project Advisory Review and Oversight
p. 46

Service Description

Identify project risks and engage stakeholders to collaborate in assisting project to mitigate risks, promote project success and delivery of business values.

IT Project Advisory Review and Oversight

Reduces the risks of IT projects through early identification and increases probability for success and benefits delivery.

Products

Project Review Board (PRB) Oversight
• Identification of project risks and recommendations to mitigate risks
• Recommendations for releasing funds to projects based on successful reporting and completion of milestones
• Managed project reviews and oversight records and history

Guidance to IT Projects for PRB Reviews
• Assisting projects with status reporting and PRB Reviews
• Facilitating review and release of funds
• Assisting projects to engage PRB to help mitigate risks
• Training to project managers and stakeholders for PRB reviews

Testimonial

Kathleen McMurray, Supervisor, Department of Transportation:

"As a supervisor in Transit's Systems Development and Operations group, I have come to appreciate the collaborative manner in which the Project Review Board (PRB) staff approach project oversight. For example, in 2013 the PRB implemented new policies and procedures for project status reporting. Responding to frequent emails and phone calls, PRB staff has been very helpful in guiding us through these changes. They are both ready to answer any of our questions and open to our suggestions on the process. I really value the way that the PRB staff has partnered with us in maturing project practices in the County. We all have a common goal: the success of our IT projects."

NO PROJECT LEFT BEHIND

Related Services

Service Description

Through IT Strategic Planning, King County's technology investments are business driven, aligned with the County's overarching technology directions, and implemented to bring direct value to the customer.

Related Services

IT Strategic Planning

We improve the long term success of our technology investments and services.

Products

- Work with IT customers, IT service providers, and the enterprise architecture program to align technology strategy with business strategy, goals, and objectives
- Develop: strategies and roadmaps for key technologies and services
- Develop and maintain: KCIT Strategic Technology Plan with annual updates as needed
- Annual Technology Business Plan for KCIT- including the facilitation of annual technology planning forums/effort, review of progress to date, strengths, weaknesses, opportunities and challenges
- Research and understand: emerging technologies and how they may be beneficial to King County
- Provide research and advisory information to services and projects

Enterprise Architecture

Enterprise Architecture is like a city plan. It provides a framework that allows the County's solutions to grow and evolve in a way that improves the alignment of our technologies to County business goals over time.

Products

- Countywide architecture governance program: leverages subject matter expertise across the County; maps business strategies into technology solutions; oversees King County's EA principles and cultivates the usage of these principles throughout the County; and develops, maintains, and operates the King County EA framework.
- EA reviews: identify opportunities for reuse and risk mitigation
- Repository: for architecture standards and best practices
- EA initiatives: Drive identification of strategy and roadmaps for critical components of our technology
- Support and internal consulting: ensure that enterprise initiatives and projects (business or tech) are carried out consistently and successfully
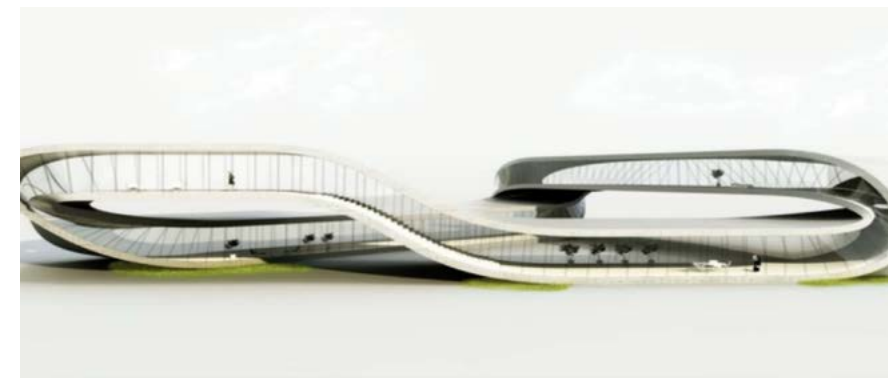
Service Description

EA is both a process and a deliverable. It provides blueprints and standards that guide us in building solutions. But just as important, it is the framework that connects those views and a process to make decisions.
Using the framework creates decisions that are better aligned to business and technology strategies.

Related Services

Service Description

Our Performance Management program uses clearly defined performance data to report on the overall health of each of our services. Collectively our performance measurement program plays an important role in the continuous improvement of service delivery to all of our customers.

We review and share this information with our business partners to help build accountability as an IT provider as well as to show realized efficiencies and capacity growth.

Related Services

Customer Service
p. 41

IT Governance
p. 44

IT Performance Management

Aligning strategic, tactical, and operational performance for continuous improvement of service delivery to our customers.

Products
• Service Health Monitoring through Performance Management
• Posted on SharePoint: https://kcmicrosoftonlinecom-5.sharepoint.
• microsoftonline.com/IT/pm/default.aspx
• Service Health Reporting to Customers: through the Business Management Council
• Ad-hoc facilitation and education: associated with performance management best practices

Business Continuity

Business Continuity encompasses a set of planning, preparatory and related activities which are intended to ensure King County's critical and essential services will continue to operate in the event of a disaster that might otherwise have interrupted the service, or will recover the service to an operational state within a reasonably short period of time. Business continuity includes three key elements: Resilience: the IT Infrastructure supporting critical and essential business functions are designed to be unaffected by most disruptions through the use of cloud services, standard virtual environment, redundancy and spare capacity; Recovery: plans are made to recover or restore critical and essential business functions IT infrastructure that have failed due to a disaster through the use of backup strategies; Contingency: plans are established for generalized capability and readiness to cope effectively when a disasters occurs. Contingency preparations constitute a last-resort response if resilience and recovery arrangements should prove inadequate.

Products
• Business Continuity Policies, Procedures, and Guidelines
• Testing, Training & Exercise Program
• KCIT Continuity of Operations Plan
• Business Continuity Plans
  · Service Continuity
  · Business Impact Analysis
  · Risk Analysis
  · Disaster Recovery Plans
  · Testing, Training & Exercises
• KCIT Emergency Management Response Plan
  · Testing, Training & Exercises
  · KCIT Emergency Notification
• Liaison between Department COOP coordinators and KCIT
• Liaison between OEM and KCIT
  · ESF#2 Communications Coordinator
  · Emergency Preparedness Activities
  · Emergency Management Coordination Council

Service Description

We coordinate across all King County Departments and Agencies to define and execute a comprehensive plan to ensure the IT services supporting the departments Critical and Essential Services are available during times of disaster.

Related Services

Information Assurance
p. 42
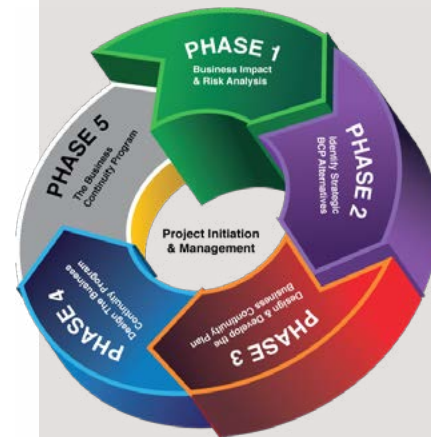
Service Description

The PMO Coordination Service defines project standards and quality, and provides the tools, templates, and training necessary to assist project managers – and their business customers – to maximize the success of IT projects.

Related Services

Project Management Office Coordination

Our service reduces project risk and increases success and benefit realization.

Products

Project management center of excellence
• Project management methodology
• Templates library
• Project management collaboration center
• Project communication and information
• Project management industry resources and tools

Project manager training
• Professional development program
• In-house and external training opportunities
• Certification support

Customer and team support services
• Project Sponsor training and tips
• Business customer tools, training and information
• Project team roles and responsibilities definition and guidance

PMO project portfolio
• Project SharePoint sites and support
• Project resources management and coordination
• Integrated plan and budget management

SUPPORT SERVICES

STRATEGIC ALIGNMENT

IT Support Services, Central Rates, Other Charges

KCIT Human Resources
Provides consultation and guidance on long range strategic planning and drives the day-to-day operations that support employees. In partnership with KCIT management, employees, and union business representatives, KCIT HR identifies opportunities for employee success. We work collaboratively to implement innovative solutions that support optimal performance for the department and move KCIT forward. *(Already included in service rates)*

KCIT Business and Finance
Provides financial and contract support to KCIT to include: fiscal management, contract development and management, budget management and billing, and IT asset management. *(Already included in service rates)*

Central Rates
Central rates represent costs charged by other internal service fund agencies and shared costs of general government expenses. Cost of internal services include charges from central finance, general fund overhead, prosecuting attorney, property services, business resource center, risk management, facility management, and other interdepartmental service charges. *(Additional 3.9%)*

Data Center Bond
The County successfully opened its new data center in November 2009 in Tukwila. This state of the art facility is intended to be utilized by all county agencies. The data center build out was funded by a ten-year bond with annual repayment of about $1M.

Mainframe Bond
The mainframe re-hosting project was funded by a seven-year bond. The annual bond repayment amount is about $2M annually; which is the difference between status quo cost of maintaining the mainframe platform and the cost of the new platform after the re-hosting. The bond amount is allocated to mainframe user agencies in 2011 by fund (general fund and non-general funds).

Unified Communication Bond
The County issued a seven-year bond to fund the Unified Communication (UC) project. The annual repayment is about $3M. The repayment is allocated based on the number of workstation connections. This represents the difference between the total countywide cost for the current voice legacy system and the cost to operate the Unified Communication.

Technology Services alignment to the King County Strategic Plan	Justice & Safety	Health & Human Potential	Economic Growth & Built Environment	Environmental Sustainability	Service Excellence	Financial Stewardship	Public Engagement	Quality Workforce
BUSINESS ANALYSIS					X	X		X
BUSINESS SOLUTIONS					X			
EGOVERNMENT SUPPORT					X		X	
IT END-USER TRAINING					X			X
IT PROJECT MANAGEMENT					X	X		
REGIONAL - CABLE					X		X	
REGIONAL - GIS SERVICE					X	X	X	X
REGIONAL – I-NET					X	X	X	X
REGIONAL - RADIO	X				X	X	X	X
VOICE					X		X	
Customer Support Services (formerly Workstation Service)					X			

KCIT Rate Model – Executive Branch
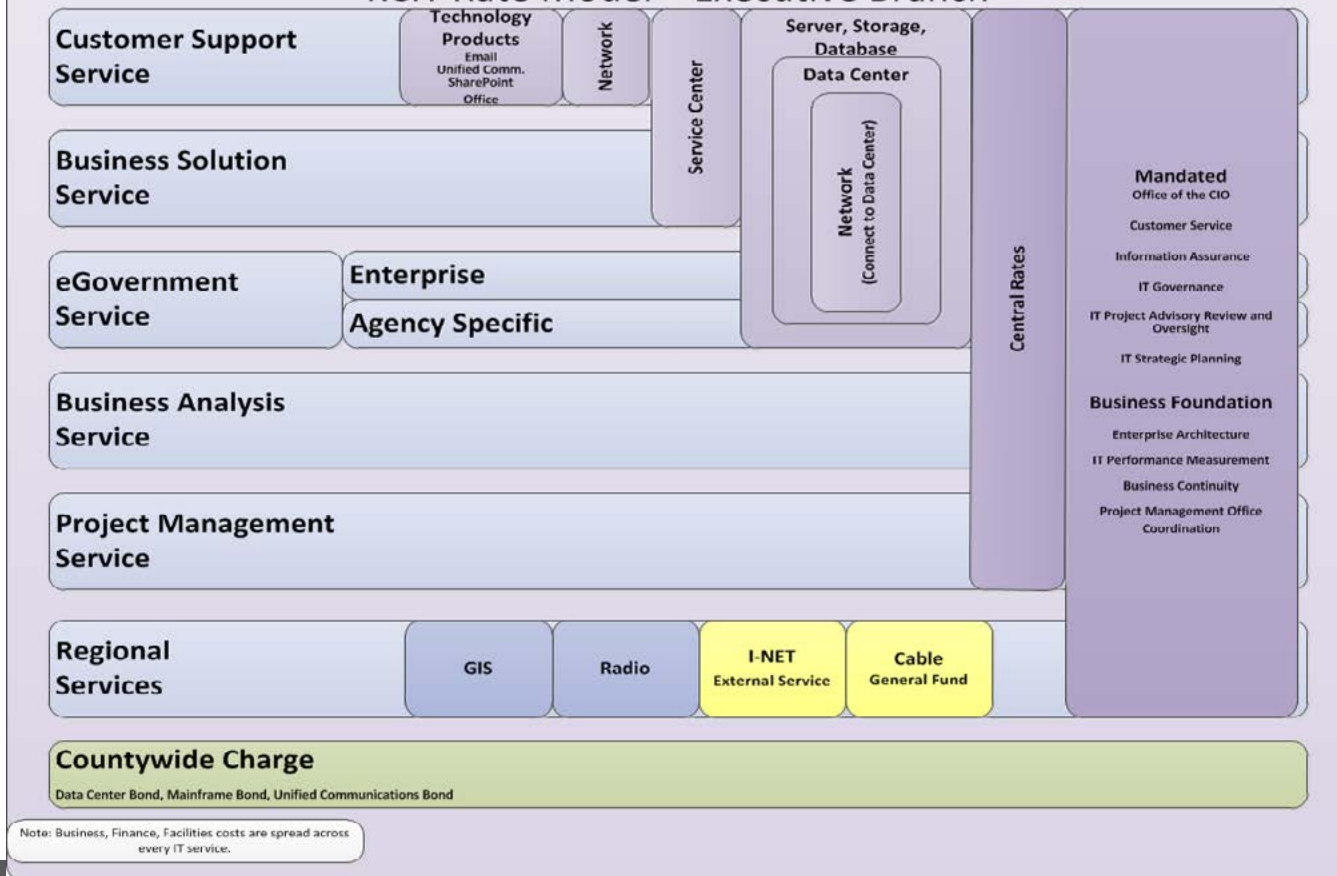
KCIT Rate Model – Separately Elected
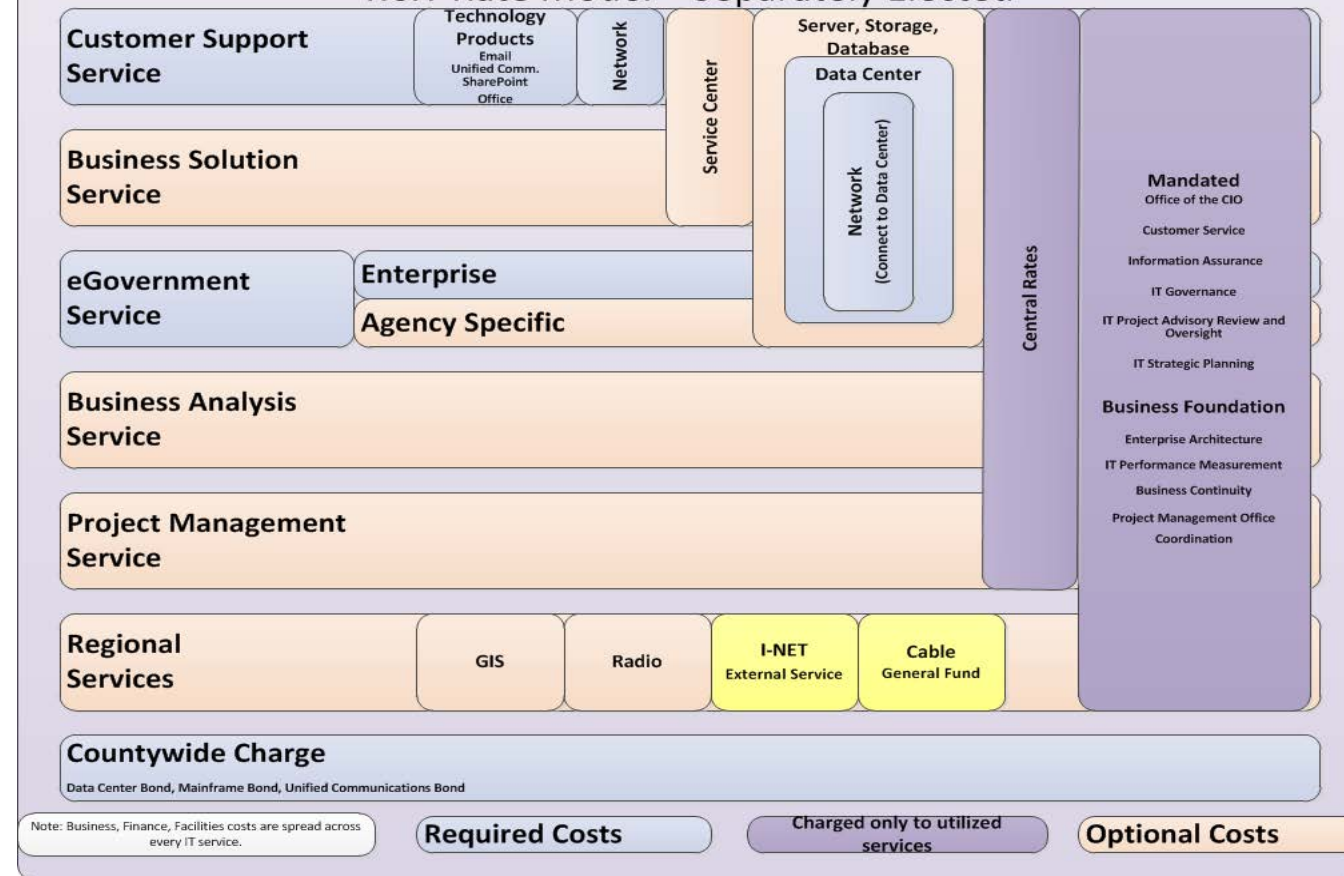
Department of Executive Services (DES)

Letter from Caroline Whalen, County Administrative Officer

I would like to thank KCIT for allowing us to participate in the 2015 service catalog. I appreciate the opportunity to provide transparency in what we charge as an internal service provider to other King County agencies. This catalog is our latest effort to explain who we are, what we do and how we charge.

Our vision is to be a partner and leader in providing high quality, excellent service every day. We will continue to focus our work on providing effective internal support services at the lowest possible cost to each of our customers. As we progress along the service maturity model we hope to identify standard work that can be provided at a reduced cost and refine our allocation models to have charges more closely linked to the level of effort required to provide requested services. With that in mind, we will work with customer agencies to tailor our menu of services to their needs and control costs.

Department operations are funded by the general fund, special revenue funds (E-911, Recorders O & M) and internal service fund charges to other county agencies. The internal services outlined in this catalog are supported by rates charged to county agencies.

Finance & Business Operations

Facilities Management

Human Resources

Office of Civil Rights & Open Government

County Administrative Officer
- Alt Dispute Resolution
- Equity & Social Justice

Records & Licensing Services

Office of Risk Management

Office of Emergency Management

Business Resource Center

Internal Services

Business Resource Center
Facilities Management
Human Resources – Employee Health and Well-Being
Human Resources – Safety and Claims Management
Office of Risk Management
Finance and Business Operations Division
   Benefits, Payroll & Retirement Section
      Benefits and Retirement Services
      Central Payroll
   Business Development & Contract Compliance Section
      Small Business Programs, Apprenticeship, and Contract
      Compliance Monitoring
   Financial Management Section
      Accounts Payable
      Accounts Receivable
      Financial Accounting & Grants Financial Administration
      Financial Systems Support
   Procurement and Contract Services Section
      Formal Contracts
      Informal Contracts
      Goods/Services Purchase Order
      Purchasing Card Program
      Project Control Officer (PCO) Quarterly Reports & Cost Price
      Report
   Treasury Operations Section
      Property Tax Services
      Cash Management Services
      Investment and Debt Management

Vision
The Department of Executive Services:
A partner and leader in delivering excellent service every day.
The Department of Executive Services (DES) oversees several offices and divisions in King County government.

Business Resource Center

The Business Resource Center (BRC) manages and supports King County's Enterprise Resource Planning (ERP) systems which includes the PeopleSoft Human Resources System, Benefits and Payroll System, Oracle Financial System (EBS), and the Hyperion Budget System. We maintain and improve these systems to increase their effectiveness for the business owners, departments and agency end customers. We provide responsive functional, technical and project management system support to our many partners and users.

Products and Services

Systems Maintenance:
· Maintain system configurations
· Implement enhancements and new functionality
· Apply system application patches
· Manage system and software version upgrades

User Support:
· Tier2 triage of LanDesk tickets and direct user support
· Side system integration support
· Management of systems and user security
· Provision of web site resources
· Development and maintenance of training, job aids, User Productivity Kits
· Support for key business process workshops

Functional System Support:
· Triage and troubleshooting of application issues
· Manage customer service requests
· Evaluation and prioritization of system fixes and improvements

Functional System Support (cont'd):
· Requirements gathering, analysis, design and estimation
· Testing (unit, system, integrations)
· Application configuration
· Workflow configuration and monitoring
· Support for report development and certification

Technical System Support:
· Development of Reports, Interfaces, Conversions and Extensions
· Middleware and Database administration
· Middleware, Database, and Application patches
· Systems Performance Management
· Manage relationship with vendor for software patches to address defects
· Manage ERP software licensing

System Enhancements & Upgrades

How We Charge

For 2015-16, the BRC Service Rates will be based on paycheck counts, financial system users by function and a proportionate share of the King County Budget. The BRC is developing a future model that will reflect the BRC's work in maintaining and enhancing system services and provide incentives for agencies to save cost and maximize use of services.

Cost Saving Tips
· Provide as much detail and specific examples when reporting issues
· Report system defects through Helpdesk tickets
· Follow standard business practices for use of Payroll, PeopleSoft and Financial Systems
· Partner with the BRC and Business Owners (FBOD, HR and PSB) to improve your use of the system
· Develop staff knowledge (with training) and expertise of system usage
· Allocate resources necessary to complete system processes for your business functions
· Plan ahead (and notify BRC) for significant organizational changes that will impact the system and require technical and/or functional changes
· Look for ways to reduce reliance on side systems (use core systems directly)

Service Contacts

Information on how to submit a service request as well as information on system access, training, security, policies and procedures and CSR (Customer Service Request) status is available on the BRC intranet website:
http://kcweb.metrokc.gov/des/brc/default.aspx

BRC Contacts:
Questions and issues regarding service should be addressed to:

Service Rates:
Margie Viall 263-1060
PeopleSoft System:
Mike Betschart   263-9404
Oracle EBS Financials System:
Tishelle Betterman 263-1031
BRC Shared Services:
Marjorie Mills 263-1045

Facilities Management Division

Facilities Management Division (FMD) of Department of Executive Services (DES) provides clean, safe, secure, environmentally sustainable and cost-effective facilities for King County and the public. FMD is also responsible for designing and managing capital construction projects that are responsive to customer needs.

Service Description

> Operating & maintaining 32 facilities with 3.3 million sq. ft.

> Managing a $12 million major maintenance program

> Managing a $198 million capital construction program

> Performing long range real property asset planning

> Managing the County's $7 billion real property portfolio

Products

Building Services Operations and Maintenance (O&M)
- Maintain and oversee daily building operations and maintenance, such as heating, cooling, cleaning, security and signage
- Manage tenant relocation and furniture moves
- Construct office space alterations and minor remodels triggered by tenant agency work requests
- Collaborate with building tenants during the service level agreement annual renewal process

Capital and Strategic Project Management
- Implement strategic initiatives and major capital projects
- Manage major maintenance (MMRF) and general government capital projects
- Maintain a 20-year general government building major maintenance program

Real Estate Services
- Administer County property leases and resolve property management issues
- Review County real property portfolio to determine space availability, co-location opportunities and alternatives
- Dispose of surplus real property and lease space for county agencies.

How We Charge

Tenant O&M Charges - by occupied sq.ft.
- Direct costs (assigned staff, utility bills)
- Security costs
- FMD & County overhead

Tenant Major Maintenance Reserve Fund (MMRF) Charges - by occupied sq.ft.
(non general fund tenants only)
- Average major maintenance costs

Special Work Order Requests
- Time/material used
- FMD & County overhead

Tenant Rates

FACILITY	O&M**	MMRF**
Administration Building	$16.45	$4.15
Chinook Building	$11.62	$1.11
District Courts	$17.53	$ -
Earlington Building	$11.56	$ -
King County Courthouse	$16.48	$7.09
Kingstreet Building	$26.87	$1.06
MRJC	$17.14	$2.87
PH Clinics (average)	$18.98	$7.67
KCSO Precincts (average)	$16.00	$ -
RCECC	$18.98	$ -
Yesler Building	$17.49	$ -
Youth Service Center	$18.57	$ -

** Based on preliminary pro-forma rate for 2015-2016

Service Contacts

Service Requests: The first point of contact for day-to-day requests for services. This contact can be made through work order by tenant agency facility coordinators. The FAX and phone numbers for the work order desk are (206) 205-0971 and (206) 296-0641 or email Carrie.Griffin@kingcounty.gov

Other concerns regarding FMD rates and services contact Dave.Preugschat@kingcounty.gov or 206-296-1873

Service Description

Employee Health and Well-Being manages employee benefits, and is responsible for the Benefits Fund that in 2014 totals $230 million. We perform the following three activities:
1. Healthy Incentives Program: manages the county's award-winning program, which provides incentives to employees and their spouses/partners to participate in healthy activities in exchange for lower out-of-pocket costs on their medical benefits.
2. Employee Benefits Plans: manages all of the contracts related to providing employees with a benefits package. This includes medical, dental, vision, life, and long-term disability benefits.
3. Workplace Health and Employee Engagement: promotes programs that support employee health. Activities include developing communications materials; working with employees to establish workplace programs; and educating employees about health and well-being; and the health care system.

Employee Health & Well Being

One of the two big goals of this group is to support employees to be a healthy and productive workforce. The second big goal of Employee Health and Well Being is to bring down the rate of growth of the county's benefits costs to better align with what county departments can afford to pay.
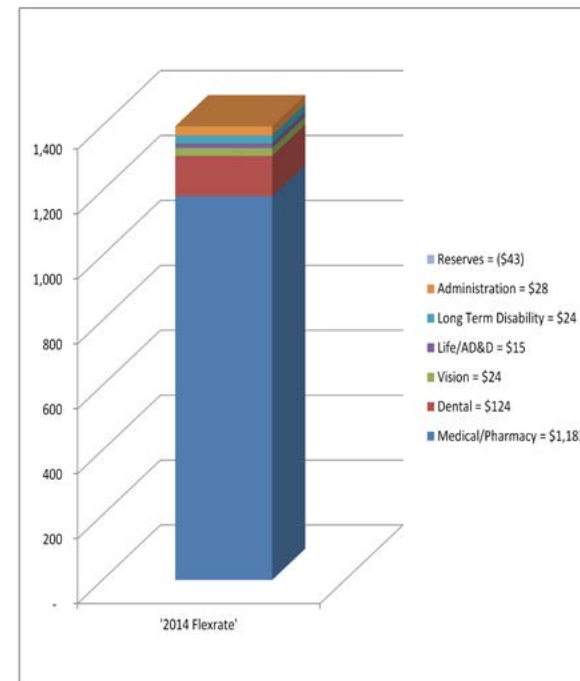
Products

The benefits package that is offered to employees.

There is a mandatory, fixed charge called the benefits flex rate that a department must pay for every benefits-eligible employee that the department hires. All departments therefore have a shared interest to keep the flex rate as low and as predictable as possible. To this end, the Office of Labor Relations has negotiated a contract with the coalition of labor unions, called the Joint Labor Management Insurance Committee, (JLMIC) guaranteeing that the benefits flex rate will not exceed a rate of growth of 4% per year annually for 2014 – 2016. The Amalgamated Transit Union has a similar arrangement as the JLMIC, and negotiations are still in process with the King County Police Officers' Guild. Negotiations are still in process with the two unions outside the JLMIC – the King County Police Officers' Guild and the Amalgamated Transit Union.

The 2014 benefits flex rate is $1,355 per month ($16,260 per year) for each benefits-eligible employee (JLMIC and ATU). The graphic on the next page shows the components of the rate.

What's In The 2014 Flex Rate?

2014 rate is $1,355 per month ($16,260 annually) for each benefit eligible employee. The graphic below shows the components of the rate.

- Reserves = ($43)
- Administration = $28
- Long Term Disability = $24
- Life/AD&D = $15
- Vision = $24
- Dental = $124
- Medical/Pharmacy = $1,183

'2014 Flexrate'

Service Contacts
Issues/Service Requests: Please contact Employee Health and Well-Being if you have any questions or concerns about the Healthy Incentives program, workplace wellness programs, or other employee wellness issues Dan.Baer@kingcounty.gov

Service Description

Safety and Claims Management of HRD is comprised of the following groups:
1. Safety and Health group which facilitates injury/illness prevention strategies ;
2. Worker's Compensation group which assists employees to recover after they've sustained an injury/illness; and
3. Disability Services group which assists employees with their return to work by interacting with employees and sometimes, by providing accommodations.

Safety & Claims Management

Through an interactive partnership with other county staff (i.e. Human Resources Analysts, supervisors, employees), Safety and Claims Management staff help to ensure safe and successful employment.

Products

Worker Comp -Industrial Insurance:
- Adjudicate workers' compensation claims
- Pay time loss wage replacements to injured workers and their medical bills
- Pay the Industrial Insurance assessments
Safety and Health Consultation Services
- Safety consultations, Industrial Hygiene services; air monitoring, noise, other agents
- Ergonomic workstation evaluations
- Safety Training
- WISHA regulation compliance
- Accident analysis
- Mobile hearing testing
- Pre-employment Physicals
- Fire prevention and extinguisher maintenance
Disability Services:
- Identification/coordination of accommodations for employees with injuries/disabilities
- Job reassignment for employees who permanently cannot do their job due to injury/disability
- Coordination of transitional duty for employees temporarily precluded from performing their job duties due to medical issues
- Assisting departments with medical, non disciplinary terminations

How We Charge

The rates are based on past 5 years workers' compensation claim costs of either the agency or risk classification. An outside actuary analyzes workers' compensation claim payment history to predict the future claim costs for the next budget year. One-twelfth (1/12) of the annual budgeted industrial insurance amount is transferred each month into the workers' compensation fund.

Cost Saving Tips

Research has shown the best way to reduce workers compensation costs is an early return to work program. Please contact Safety & Claims to improve or develop a program for your organization.

Service Contacts

Issues/Service Requests: Please contact King County Safety and Claims Management for inquiries regarding workplace safety, occupational/non-occupational injury/illness related issues, or disability accommodation issues at (206) 205-8575

Service Description

The Office of Risk Management Provides the following services:

1. Claims administration: administer and process all liability claims for King County.
2. Self-insurance program administration and insurance procurement: Fund claim expenses and settlements on all liability claims, and purchase insurance to cover agencies in excess liability, property and other exposure areas.
3. Loss control: Review and evaluate exposures for all County agencies and offer recommendations to minimize risk and possible impact of future claims against agencies.

Office of Risk Management

The Office of Risk Management is an internal service to County agencies. We work closely with all agencies to control and minimize losses and to protect assets which supports each agency in reaching their overall business objectives.

Products

Claims:
· Process and investigate liability claims against county agencies
· Determine county liability and resolution
· Process, investigate and seek recovery for damages to county property by others

Insurance Policies and Self-Insurance Program
· Procurement of all county insurance policies
· Management and oversight of the funded self-insurance program

Insurance and Indemnification in Contracts
· Reviews scope of work to establish insurance requirements
· Advises on apportionment of risk for each county contract
· Provides insurance and indemnification language
· Review of contractors' insurance documentation to verify requirements are met

Enterprise Risk Management & Loss Control
· Identification, review and evaluation of risks facing the county
· Incorporation of risk analysis in county program and business decisions
· Recommendations for preventing, minimizing and mitigating loss
· Loss history analysis, benchmarking and goal setting in reducing and preventing loss

How We Charge

Agency insurance rates are determined by their loss history. In the past we have used a 10 year loss history to allocate the cost of risk to County Agencies. The 10 year history creates more stability in agency rates which reduces the impact of large losses. We are evaluating our rate methodology to find the right balance between stabilizing fluctuations in rates and incentivizing agencies to reduce losses. An allocation method that uses a shorter loss history would provide more immediate benefits to agencies that take steps to reduce losses.

Minimizing losses will lower your agency's insurance rate. Prevention and prompt reporting of possible risks is important in minimizing loss to your agency. Risk Management provides expert loss control services and recommendations in preventing future losses.

Service Contacts

Issues/Service Requests: King County Risk Management
Phone: 206-263-2250
Email: Risk.Management@ kingcounty.gov

Benefits & Retirement Services

Service Description

BPROS Benefits and Retirement Services include the following key services:
1. Benefits Package – administration of all medical and non-medical benefits
2. Retirement Services – reporting of employee service credits and related research/training

BPROS is responsible for administration of these required services in compliance with federal, state and county laws as well as collective bargaining agreements.

Products

King County Benefits (BPROS) is responsible for administering all medical and non-medical benefits for eligible county employees. Services include:
Medical Benefits:
 - Medical
 - Dental
 - Vision
 - Prescription Rx
Non-Medical Benefits:
 - Life Insurance
 - Accidental Death and Dismemberment (AD&D)
 - Long Term Disability (LTD)

Other Related Services:
 - Consolidated Omnibus Budget Reconciliation Act (COBRA)
 - Voluntary Employee Beneficiary Association (VEBA)
 - Training classes (new employee orientation, retirement, exit, etc)
 - Wellness Assessment administration and appeals process
 - Annual open enrollment
 - Annual wellness assessment program

Retirement Services – BPROS is also responsible for administering/transmitting retirement information for eligible King County employees to the Washington State Department of Retirement Services (DRS).

Services include:
· Transmit retirement service credit information to DRS
· Transmit funds for employee portion withheld from employee deductions to DRS
· Transmit funds for employer portion to DRS
· Conduct service credit research requests from DRS

How We Charge

Charged through Finance internal service rate based on the number of enrollees in Benefits and Retirement programs

Cost Saving Tips: Benefits

· Encourage employees to complete and submit Wellness Assessment Questionnaire in order to have lower out-of-pocket medical costs. Encourage employees to utilize online Wellness Assessment instead of paper option
· Encourage employees to pay attention to mail and emails received from King County. This information may often impact employee benefits and costs.
· Encourage employees to enter online open enrollment each year to confirm benefit choices so that there are no surprises the following calendar year.

Cost Saving Tips: Retirement

· Encourage employees to attend the "Rev Up For Retirement" class at least two to three years before they expect to retire
· Encourage employees to attend the Exit Class that provides good information to consider when leaving the county
· Encourage employees to set up an online account with the Washington State Department of Retirement Systems (DRS). This account provides the employee with detailed information about their current retirement status and will enable employees to request research of missing credits before they retire.

Service Contacts

Issues/Service Requests:
King County Benefits and Retirement Services
Mary Beth Short, BPROS Manager, 684-1556,
MaryBeth.Short@kingcounty.gov

Service Description

BPROS provides centralized processing of county employees' pay to apply and pay taxes, garnishments, and employee deductions in compliance with federal and state regulations applicable to employee wages as our core services.

BPROS is responsible for administration of these required services and must comply with federal, state and county laws as well as collective bargaining agreements.
Central Payroll provides a wide range of other services that include preparation and printing of W-2 forms, payroll tax preparation, garnishments and retro-active payments.
In addition to our core services, BPROS offers a range of additional services to better support departments as well as support and develop BPROS related areas negotiated by the Office of Labor Relations (OLR).

Central Payroll Services

Products

Central Payroll Operations Core Services – As part of our core service model, BPROS is responsible for producing a timely and accurate paycheck.

Services include:
· Timely and Accurate Pay to Employees via direct deposit and pay warrants (387,419 employee payments in 2012)
· Employee Tax Changes – W-4 Form
· Direct deposit changes
· Employee Garnishments, Child Support, Bankruptcies, Wage Attachments
· Printing and distribution of pay warrants
· Payroll Taxes
· Employer and Employee payroll taxes deposited to IRS per payroll
· Employer quarterly taxes and amendments filed with IRS
· Annual W-2 Forms for employees and reported to the Social Security Administration (16,329 W-2 forms for 2012)
· Employee Wages reported to Washington Employment Security for Unemployment
· Employee Settlements
· Unclaimed Property
· Pay vendors from employee deductions
· Union Dues, Union Initiation Fees, Garnishments, Child Support, Parking, Ferry Passes
· Audit Responses
· State Auditor, Internal Revenue Service , Social Security Administration
· Department of Labor, Unions, Employment Security
Additional Services:
· Past period adjustments for employees
· Off-cycle or manual pay warrants
· Printing and distribution of direct deposit pay advices. Direct deposit advices are also available online.
· Department requested queries and reports
· Department requested Data Loads specific to departments

How We Charge

Central Payroll Operations Core Services – charged through Finance internal service rate based on the paycheck count

Additional Services – will be charged based upon efforts to accomplish requested services

Cost Saving Tips

Central Payroll Core Services
· Ensure payroll is accurate prior to submitting Time and Labor data
· Meet deadlines so that past period adjustments are the exception
· Provide training on payroll pertinent labor contract language and HR policies, as well as HR and timekeeper process training
Department requested queries and reports
· Well defined requirements up front reduce the overall effort
Department requested data loads
· Proper formatting and data validation prior to sending to Payroll will reduce the cost

Service Contacts

Issues/Service Requests:
Central Payroll Operations Services
Pam Bell, Payroll Supervisor, 263-9355, Pam.Bell@kingcounty.gov
Department requested queries and reports contact
Robin Bunkley, Payroll Functional Lead, 263-9252, Robin.Bunkley@kingcounty.gov

Small Business Programs, Apprenticeship, and Contract Compliance Monitoring

Service Description

The Business Development and Contract Compliance section establishes apprenticeship requirements and small business requirements on King County contracts. For small businesses we provide regional certification services through an inter-local agreement for the County and other governments to certify firms seeking to declare their status as a small business. On King County contracts our office administers King County's apprenticeship and local, state and federal small business programs; evaluates bids and proposals and performs compliance monitoring to ensure that contractors comply with contract requirements for the use of apprentices, small and disadvantaged businesses.

Products
· SOAW Analysis: Evaluation of Subcontracting/Apprenticeship Opportunity Availability Analysis Worksheet (SOAW) for all formally advertised procurements review the scope of work description to determine the feasibility of establishing requirements for the use of small and disadvantaged businesses and or apprentices
· Small Contractor and Supplier (SCS) Program: Certification services, evaluation for bids/proposal for the use of SCS firms consistent with the required level of use.
· Contract Compliance Monitoring:
  · During contract performance to ensure contractors satisfactory progress towards SCS and/or apprenticeship requirements
  · Good Faith Efforts evaluations for bids and proposals that include these requirements on federally funded projects.
· CARTS system training: For KC project managers and contractors on how to use this contract tracking and reporting system to monitor contractor payments, apprentice labor hours and SCS utilization through project completion for closeout with BDCC requirements.

How We Charge

Charged through Finance internal service rates based on number of contracts

Cost Saving Tips

- Enter and update data into the online CARTS reporting system throughout the contract duration to speed up the contract closeout process at substantial completion.
- Ensure forms are completed fully and accurately

Service Contacts
Issues/Service Requests:
Sandy Hanks, BDCC Supervisor,
263-9717
Sandy.Hanks@kingcounty.gov

Accounts Payable

Service Description

We are responsible for paying the outstanding debt of the County. Accounts payable staff enter invoices into the Oracle financial system to validate that the debt is a true and approved obligation then issues a warrant or electronic payment as settlement for the debt. We have the additional obligation of governmental reporting through the issuance of 1099 IRS forms and reporting of unclaimed property warrants to States.

Products

Invoice Processing: Manual Entry, interface processing, corrections, tax review, credit adjustments, customer/vendor/employee communications, payment address review/corrections, employee expense audit, unidentifiable invoice distribution and maintenance, iExpense review, remittance review, invoice storage and recovery, research payment inquires, track/release retention amounts and types, process refunds, enter excess freight or miscellaneous.

Warrant and Electronic Payment Processing: Process warrant and validate outgoing warrants, prepare electronic payment file, control distribution, mail warrants with required paper documents. Prepare Advance repayment contract and get employee signatures.

Governmental reporting: Unclaimed property, produce 1099 forms, correct returned 1099 information and process file to IRS. Validate outstanding payments and prepare return to States.

Service Contacts
Issues/Service Requests:
Kelly Williams interim AP Supervisor, and Mike Bacnis, interim AR Supervisor 206-263-9269

How We Charge

Charged through Finance internal service rates based on AP Transaction Count

Cost Saving Tips
· Deliver any vendor invoices that have discounted terms to AP to effectively take advantage of the discount
· Order through the designed Purchase Order process, have invoices delivered directly to Central AP and receive promptly to process payments on time to receive discounts when available
· Combine as many onetime payment invoices into one interface file as possible
· Setup your vendor information correctly

Accounts Receivable

Products
- Billing and Cash Receiving: Maintain Customer Master Data, Invoice Customers, Maintain A/R Ledger and Apply Cash, Manage Customer Requests & Inquiries

- Collection Enforcement: Manage and Process Collections, Manage and Process Disputes & Deductions

- Customer Training

How We Charge

Charged through Finance internal service rates based on weighted number of invoices processed

Cost Saving Tips
- Customer should respond to payment posting inquiries/issues in a timely manner in order to meet 24 hour RCW posting requirement.
- Provide timely and accurate information to AR

Service Description

We bill the county's receivables to customers by processing and issuing invoices, recording receipts and following up with collections as necessary. We also develop and implement controls for the disbursement of public funds, which helps make timely and accurate payments to vendors.

Service Contacts
Issues/Service Requests:
Eric Valdez-Moses, AR Supervisor, 205-5677, Eric.Valdez-Moses@ Kingcounty.gov

Financial Accounting & Grants Financial Administration

We prepare the Comprehensive Annual Financial Report (CAFR), standalone financial statements for major enterprise funds, BARS financial reports to the State and the Popular Annual Financial Report (PAFR), and maintain the accuracy and integrity of the EBS General Ledger through periodic monitoring and review of fund transactions. We support preparation of official statements required for bond issuances and manage the EBS Assets module which accounts for the County's fixed assets. We also provide guidance to departments on proper accounting based on generally accepted accounting principles.

Products
Financial Accounting Unit
Financial Reporting (CAFR, PAFR)
Interfund and Countywide Accounting
Fixed Assets Accounting
Certification of Reports

Grants Financial Administration
SEFA/SESA Reporting
Internal Site Visits
Indirect Cost Plans

Service Contacts

Issues/Service Requests:
Manny Cristobal, Financial Accounting Unit Supervisor, 296-7362, Manny.Cristobal@kingcounty.gov

Lynn McKiernan Ngari, Grants Financial Officer, 296-3691, Lynn.MckiernanNgari@kingcounty.gov

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Financial Systems Support

We offer financial systems support to the business user that cover processes across the "record-to-report" finance value chain for King County.

Products
· Master Data Maintenance
· Interface Management
· Period Close & Consolidation (Month and Year-end)

How We Charge
Charged through Finance internal service rates based on the number of GL users

Cost Saving Tips
Ensure quality when entering data to the Oracle EBS system

Service Contacts

Issues/Service Requests:
Megan Menkveld (Interim FSU Supervisor), 206-296-7473, megan.menkveld@kingcounty.gov

Formal Contracts

Formal contracts are contracts over $25K and require a competitive process in accordance with RCWs and County Codes. This section provides information, resources, and assistance in carrying out the Formal Contract process.

Products

Formal contracting service includes but is not limited to the following activities and contract types:

Establishing Contracts
· Assist with procurement planning, development of solicitations, conducting evaluations, negotiations, and awarding contracts
· Identify and implement cooperative purchasing opportunities

Provide Online portal for Vendor registration and notices

Contract administration: Support change orders, price analysis, amendments, time extensions, and terminations

Small Public Works Contracts: Job Order Contracting, Small Works Roster

Provide training and support for requisitioning, purchase order and contracting processes.

How We Charge

Charged through Finance internal service rate based on time to develop contracts

Cost Saving Tips

- Prepare more complete scope of work for solicitations, be timely in the solicitation process; limit the requirement for duplicate contracts, utilize universally available contracts

Service Contacts

Service Request Module *https://procurement.kingcounty.gov/procureadmin/ServiceRequests/SelectService.aspx*

Alan Abrams, Professional & Construction Services Supervisor, 263-9327, Alan.Abrams@kingcounty.gov

Roy Dodman, Procurement Supervisor, 263-9293, Roy.Dodman@kingcounty.gov

Rena Jackson, Interim Supervisor, 263-9385

Informal Contracts

Informal Contracts, valued at less than $25K, used for up to one year and are established by a 3 quote process, allow agencies to obtain a service and supply source for a purchase(s), necessary in the conduct of their business without formal advertisement.

Products
· The creation of these Informal Contracts (under $25K)
· Processing of requisitions
· Creation of purchase orders
· Provide training on contracting

How We Charge
Charged through Finance internal service rate based on average time to process requisitions & create purchase orders

Cost Saving Tips
Agencies that conduct their own quotations, limit the requirement for duplicate contracts, and consider/use universally available contracts will see reduction in costs.

Service Contacts

Service Request Module *https://procurement.kingcounty.gov/procureadmin/ServiceRequests/SelectService.aspx*

Roy Dodman, Procurement Supervisor, 263-9293, RoyDodman@kingcounty.gov

Rena Jackson, Interim Supervisor, 263-9385

Goods and Services Purchase Order

Goods and services purchase orders typically do not require setting up a contract for any ongoing purchase. This section provides information, resources, and assistance in the creation of purchase orders for one-time, stand-alone purchases. These purchase orders are for purchases that fall under exemption, sole source, piggy back, or other special purchases.

Products

- · Conduct or review quotation
- · Negotiate terms and conditions of purchase
- · Review and approve sole source requests
- · Process requisition and establish the purchase order
- · Provide training

How We Charge

Current cost allocation is based on average time to process requisitions & create purchase orders.

Agencies will be billed based on usage of overall PCSS services.

Service Contacts

Service Request Module *https:// procurement.kingcounty.gov/ procureadmin/ServiceRequests/ SelectService.aspx*

Roy Dodman, Procurement Supervisor, 263-9293, Roy. Dodman@kingcounty.gov

Rena Jackson, Interim Supervisor, 263-9385

Purchasing Card Program

Provides a credit card program for the county purchases of goods and services, payments, and travel related expenses in support of their business operations. P-card provides transparent transactional information on expenditures for granting agencies, auditors and the public.

Products

Two types of cards are offered to client agencies in the program: the P-card and the Travel Card:

Using a P-Card allows agencies to:
- Make low dollar, exempt & standalone purchases quickly
- Order On Contract ordering & reduce paperwork for payments
- Achieve savings for the county through prompt payment & payment processing

Using a Travel Cards allow agencies:
- The ability to manage travel and purchase expenditures efficiently
- Make reservations and payments for travel expenses

PCSS staff administers the P-card program, provides training to customers, and monitors accounts for compliance with policy.

How We Charge

P-Card program is 100% funded by card rebate revenues

Cost Saving Tips

Using cards for on-contract payments or in place of petty cash, employee reimbursements or instead of manual one-time POs is most efficient process for the County.

Service Description

The procurement card system is an efficient and cost-effective method of purchasing goods and services and is intended to streamline King County's purchasing process by reducing the need for petty cash, check writing, and low-dollar purchase orders.

Service Contacts

Use Service Request Module *https://procurement.kingcounty.gov/ procureadmin/ServiceRequests/*

SelectService.aspx or use the web page *http://financeweb.metrokc.gov/ procurement/P_Card/P_Card.aspx*

Kelly Hunsaker, P-Card Program Manager, 263-9392, Kelly. Hunsaker@kingcounty.gov

Project Control Officer Quarterly Reports & Cost Price Report

The FIN PCO & Implementing Agency PCOs review individual construction and consultant contracts for compliance with applicable Executive and IA policy, procedures and contract terms. By ordinance, a PCO Quarterly Report is compiled by the Finance PCO and submitted to the KC Council. Cost/Price Reports are prepared for all Architectural & Engineering and Professional contracts and amendments over $150K; where consultant's financial records are reviewed to ensure the County is paying fair and reasonable costs for salaries, overhead and other direct costs.

Products
- The Finance PCO Quarterly report contains compliance review reports prepared by Project Control Officers (PCO's)
- Trainings provided for contract management, level of effort and contract crosswalk, escalation pool management, construction management scope writing, executive policy and procedure
- The Cost/Price report: the PCSS analyst uses the information obtained from each firm to review and evaluate costs

How We Charge
Charged through Finance internal service rates based on overall usage of Procurement Services

Cost Saving Tips
- Agency PCO's start compliance reviews earlier in the quarter for more time to complete and review report before submission; reduces need for revision or questions
- Attend trainings by Finance PCO on compliance review writing techniques
- Obtain all financial information as soon as possible. Timely submission of financial information affects ability to complete report for contract negotiations

Service Contacts
Issues/Service Requests:

Christy Trautman, Finance Project Control Officer, 263-9332, Christy.Trautman@kingcounty.gov

Chad Merrill, Capital Project Mgr IV, 263-9388

Michael Williams, Cost Price Analyst, 263-9337, Michael.Williams@kingcounty.gov

Property Tax Services

Products
- Bill taxes to taxpayers and mortgage companies
- Collect payments
- Distribute taxes to special purpose districts and other jurisdictions

How We Charge

Charged through Finance internal service rate based on the levy amount, mostly funded by General Fund.

Cost Saving Tips

Utilize technology tools more extensively
- Increase web payments
- Customize notices (ex: postcards) with information that is easily communicated/interpreted
- Improve how vendors submit payments (bill payer checks done in electronic batches as opposed to receiving stacks of checks).
- Implement electronic billing

Service Description

The billing and collection of property taxes results in the distribution of just over $4 billion in fees and taxes necessary for funding many valuable services provided to all King County citizens. Our services provide property owners with annual statements and various notices each year, which enable taxpayers to pay the amounts due. These payments are collected by Treasury Operations and sent to the bank for processing, and property tax accounts are credited accordingly.

Service Contacts

Mark Thompson, Property Tax Supervisor, 296-4139, Mark-Treasury.Thompson@kingcounty.gov

Service Description

Cash Management provides services related to cash activity. Such services include the depositing of various payments; the electronic payment to county vendors; recording of electronic receipts and disbursements; warrant redemption and reconciliation; and bank account reconciliation.

Service Contacts

Linda Bruce, Cash Management Supervisor, 296-7313, Linda. Bruce@kingcounty.gov

Cash Management Services

Products
- Deposit cash and checks received
- Electronic payments
- Record cash transfers
- Warrant redemption
- Bank reconciliations

Cost Saving Tip

Use ACH processing whenever possible to minimize costs

Investment and Debt Management Services

We provide county agencies and special purpose districts safe investment of excess cash that earns a reasonable rate of return. In addition, we provide county agencies and special purpose districts sufficient liquidity to meet daily cash flow needs. We manage the debt issuance process for the County.

Products

Investments:

- Provide a professionally managed investment pool
- Automatic investment of available cash to all county agencies and those special purpose districts that sign the cash management agreement
- Produce monthly investment statements for each fund in the investment pool
- Produce monthly investment status reports for stakeholders like the Executive Finance Committee (EFC), the Investment Pool Advisory Committee (IPAC), and investment pool participants.

Debt Issuance:

· Issuance of a variety of debt instruments
· Timely submission of ongoing disclosure documents

Service Description

Investments: Provide investment management services through a short-duration, fixed income, investment pool

Debt Issuance: Plan and coordinate the issuance of all county debt; provide consulting services regarding interest rate planning assumptions, the merits of alternative financing strategies and debt structures, and the impacts on agency rate-setting proposals; ensure the county's compliance with all disclosure and financial reporting requirements and respond to inquiries from investors, banks, rating agencies, the IRS and others.

Service Contacts

Investments: Mike Smith, Investment Officer, 296-7311, Mike-Finance. Smith@kingcounty.gov

Debt Issuance: Nigel Lewis, Senior Debt Analyst, 296-1168, Nigel. Lewis@kingcounty.gov

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DES Strategic Themes 2013-2015

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